Comfort Pro Operation on Standard Terminals

User Manual

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Systematic Telephony

The Comfort Pro communications system, referred to hereafter as “the Comfort Pro“, enables the connection of standard terminals (standard analogue telephones, ISDN telephones and cordless GAP telephones). SMS-enabled terminals and SIP terminals can also be used.

With this configuration you can telephone conveniently and use the features of the Comfort Pro via code-number procedures. This guide describes **how** you operate your telephone in order to use the desired functions. In most cases, you can do this by pressing the key combination * and # , R , together with a specific sequence of digits.

Please note the specific operating characteristics of your telephone:

On standard analogue telephones featuring pulse dialling, it is not possible to enter data with the star key * or hash key # .
As a result, the functionality of the Comfort Pro features is only available to you on a limited basis. It is thus better to use telephones equipped with dual-tone multi-frequency (DTMF) dialling. Modern telephones often allow you to switch between the two dialling modes.

When telephoning via SIP (i. e. telephoning via the Internet Protocol “Session Initiation Protocol“) entry of the hash key # is only permitted at the end of a code-number procedure or of a call number. You can thus only use a part of the code-number procedures on a **SIP terminal**. Furthermore, some SIP terminals offer operation of features at the mere press of a button. Please review the user guide of the manufacturer.

In the case of **ISDN telephones**, certain features can be operated via menus or function keys. Refer to the operating instructions of these telephones for details.

On **telephones with a display**, you can read the caller’s call number if the telephone supports this feature and the caller has activated it. What other information is displayed depends on the telephone. Charge display (ISDN telephones only) requires prior configuration by your network operator.

Home User / FMC

The “Fixed Mobile Convergence“ (FMC) feature allows to execute external connections via the Comfort Pro communications system. This is done by the communications system managing an external standard terminal, e.g. a mobile telephone, as an internal terminal with its own internal call number. Parallel operation of a stationary system telephone and an external standard terminal that can be reached under the same internal call number is of particular interest for home users, for example (FMC telephone, home user telephone). This is how all features of the system telephony can be used on the home user telephone. System features such as e. g. enquiries and forwarding can be executed using code-number procedures.

Connection expenses are limited to the connection to the communications system. When the user establishes an external connection (e. g. an international call) via the communications system, the expenses for the international call are apportioned to the system.

There is no difference in how both terminals can be reached by callers: an incoming call is signalled on the system telephone and on the home user telephone at the same time. When a call is accepted on the home user telephone, the terminal of the caller, the office call number administered on the Comfort Pro communications system is displayed, which can be used to reach the system telephone as well. An outgoing call using the home user telephone is executed via the same call number as a call from the system telephone.

Note: System telephony features (e. g. dialling into the communications system, enquiry, forwarding) can be conveniently used on a mobile telephone (FMC telephone) when you install the “Comfort Pro FMC“ software on the device. Comparable to a system terminal, this makes many features available on the mobile telephone via a separate menu. For further information please contact your Deutsche Telekom customer consultant.

You Need Authorisation

Most of the features mentioned in this Quick Reference Guide are only available to you if you have appropriate authorisation. This will be set up by your system administrator when configuring the Comfort Pro. If you are unable to use a particular feature or have any questions, consult your system administrator. Please refer to the chapter entitled “Frequently Asked Questions“ in the “Mounting and Commissioning“ guide for tips on how to deal with any faults you may experience while using your telephone.

Glossary

If you would like more details about any of the system features described in this Quick Reference Guide, please refer to the “Glossary“ supplied with your Comfort Pro (see PDF file on the enclosed CD-ROM).

Signals & Symbols

Audio and ringer signals

You will find a table showing the audio and ringer signals on the inside back cover of this user guide (the page before last of the PDF file).

Symbols

lift the handset

R press the R key during the current call (“enquiry call“ mode)

Instead of the R key, some SIP terminals have a key for putting a subscriber “on hold“ and thus put them “in the enquiry mode“.

* press the star key

7 press digit key “x“ (7 here)

\# press the hash key

(xxx) dial the digits of the call number (call no.) “xxx“

... speak

hang up the handset

Making Calls

Seizing an External Line

If your telephone is set to **manual** line seizure, all call keys on your telephone first seize an internal line, and you can dial an internal number straight away. When making external calls, you must first press the line seizure code digit (presetting: 0).

Note: This also applies to all enquiry calls and call forwarding to external destinations, but not to call forwarding "MSN".

Your system administrator configures this code digit for all subscribers on the Comfort Pro system and will tell you what value is currently valid.

If your telephone is set to **automatic** line seizure, all call keys on your telephone seize an external line, and you can dial external numbers straight away. In order to reach internal subscribers, press the star key twice * * before dialling the internal number.

Note: This also applies to the destination numbers you specify when configuring call forwarding or a baby call.

If you hear the external dialling tone when you lift the handset, your terminal has been set to **automatic** seizure of the external line. If, on the other hand, you hear the internal dialling tone when you lift the handset, your terminal has been set to **manual** seizure of the external line.

Please refer to the table showing the audio and ringer signals on the inside back cover of this user guide (the page before last of the PDF file). If you have any questions regarding this topic, consult your system administrator.

Dialling into the Communications System (Home User / FMC)

1. Dial the **Phone No.** of the Comfort Pro communications system on the home user telephone:

   – If the **CLIP Authentification** option is activated, you will immediately hear the internal dialling tone.

   – If the **CLIP Authentification** option is not activated, or you are calling from an unregistered telephone, you will hear an authentification tone. Log in via the following procedure:

   (internal call number of the home user telephone) * (user PIN) #

   If your entry was correct, you hear the internal dialling tone. Otherwise the call will be rejected by the communications system (triggered).

2. Dial a call number:

   – internal call: Enter the internal call number of the internal party desired.

   – external call: Enter the external call number of the party desired. Depending on system configuration you may have to prefix the call number with the code for external line seizure.

Making Internal Calls

(internal call no.)	On automatic seizure of external line
(internal call no.)	On manual seizure of external line

Making External Calls

(external call no.)	On automatic seizure of external line
(external access code, e.g. 0) (external call no.)	On manual seizure of external line

Speed Dialling

[↑] [✳] [7] [▦] (speed-dialling no.)

For enquiry calls:
[↓] [R] [✳] [7]
[▦] (speed-dialling no.)

Alternatively:
[↑] [✳] [7] [✳]
[▦] (speed-dialling no.) [#]

For enquiry calls:
[↓] [R] [✳] [7] [✳]
[▦] (speed-dialling no.) [#]

You can use this procedure to retrieve a number from the **central** telephone book by entering its two-digit or three-digit speed-dialling number (speed-dialling no.). The two-digit speed-dialling numbers are in the range 00...99, the three-digit are in the range 000...999. Ask your system administrator how many digits are valid.

The central telephone book is managed by users who have appropriate authorisation. The Comfort Pro can store up to 2,000 call numbers, for each call number up to three speed-dialling numbers can be configured.

Accepting a Call

[↑] [↓] ...

When your telephone rings, lift the handset or press the hands-free key. The type of ringing signal indicates (on a standard analogue telephone) whether it is an internal or external call.

Home user / FMC

A call is signalled as is customary. The home user telephone is called with a brief delay as the call is directed to the home user telephone by the communications system. Accept the call as usual on the home user telephone. Accepting calls does not require a log-in procedure.
Displaying call number of caller: If the **CLIP no screening** feature is activated for the external line used by the communications system to direct the call to the mobile telephone, the call number of the original caller appears on the home user telephone. Otherwise when there is a call, the **Phone No.** of the communications system appears. The feature “CLIP no screening“ must be commissioned from the network provider.

Calls in the Queue

... Your system administrator can configure and activate a queue feature for your telephone in the Comfort Pro. New calls can enter this queue while you are making a call. The callers in the queue hear a ringing signal. The number of calls allowed in the queue is set by the system administrator during system configuration, e.g. 5 calls. When this number is reached, additional callers hear a busy signal. The calls in the queue are put through according to their priority (baby calls, doorway calls, VIP calls, other internal and external calls); calls in the same category are lined up according to the time of their arrival.

Calls which have been queued for too long a time are removed; these callers subsequently also hear the busy signal. The time until an external call is cleared from a queue is defined by the network operator. In Germany this is usually two minutes and in other European countries usually three minutes.

A queue for your telephone can also be administered when it is part of a user group, and at the same time it has an effect on the forwarding of calls. For details, please refer to User Groups **starting on page 20** and Forwarding Calls **starting on page 22**.

! **Note:** If a queue for your telephone is active, it may be wise to activate call protection.

Parking a Call

Parking a call

R ✱ 1 6 (Park-Codes 0-9)

You can park one or more calls to make other calls or put down the receiver and engage in other activities. Parked calls are recorded system internal in a list. You can park up to 10 calls. This feature cannot be used with a SIP terminal.

Unparking a call

✱ 1 6 (Park-Codes 0-9)

Parking and unparking a call can be made on different terminals. On ISDN telephones you can park/unpark calls using a menu.

Authorisation for parking connections and the period of time after which a recall will be executed are defined by the administrator during the configuration of the system.

Accessing Your Voicebox

If your system administrator has configured a voicebox for the call number of your terminal, calls which you do not (or cannot) accept are diverted to this box. A number of analogue telephones and ISDN telephones support the "Message Waiting Indication" feature, that is the notification of messages on the telephone. In this way you are notified, for example, of not listened to messages. Please review the user guide of the manufacturer.

Note: In order to be able to call and query your voicebox from a SIP terminal, the "Keypad as SIP-INFO message" function must be activated on the SIP terminal. Please review the user guide of the manufacturer on how to set this function.

You can access and edit voicebox messages from your telephone:

Calling your voicebox directly ...
(from a telephone whose number is assigned to your voicebox)

1. Enter the call number your system administrator has configured for the **Comfort Pro A IAB** (answering machine) application.
2. If the PIN query for the voicebox is activated, enter your PIN after the prompt. This query always appears for a new voicebox. The default PIN setting is "0000".

You will now be **directly** connected with your voicebox. The **Comfort Pro A IAB** (answering machine) application will inform you if there are any new messages in this voicebox.

3. You can now access and edit messages and make settings for the voicebox.

4. Please follow the instructions in the voice menu for all further operating steps.

Via the Comfort Pro A IAB (answering machine) application ...
(from a telephone whose number is not assigned to your voicebox)

1. Enter the internal call number which your system administrator has configured for the **Comfort Pro A IAB** (answering machine) application.

   You hear a text prompting you to enter a voice-box number.

2. Now enter the call number of the terminal whose voice-box messages you wish to access. Confirm the input by pressing ✳.
   It is not possible to access your voicebox unless the authorisation for "remote access" has been activated.

3. If the PIN query has been activated for the voicebox, enter your PIN after the prompt.

   The **Comfort Pro A IAB** (answering machine) application will inform you if there are any new messages in this voicebox.

4. You can now access and edit messages and make settings for the voicebox.

5. Please follow the instructions in the voice menu for all further operating steps.

Note: For detailed information on the use and operation of the Comfort Pro A IAB (answering machine) application, please refer to the user guide for the optional component "Comfort Pro A IAB".

Several Parties

Enquiry

Internal: ↪ R ⌨ (internal call no. or speed-dialling no.) ↪ ...

External: ↪ R ⌨ (external call no. or speed-dialling no.) ↪ ...

You can speak with a second internal or external party during a call by putting the first party on hold.

After ending (disconnecting) the enquiry call, you can return to the party on hold (see Disconnecting a Call on page 15).

Instead of the R key, some SIP terminals have a key for putting a subscriber "on hold" and thus put them "in the enquiry mode".

Enquiry (Home User / FMC)

In a call which is made with from external via the Comfort Pro communications system (see also Home User / FMC on page 6), entering ✱ ✱ ✱ simulates the R key.

Example:

1. You are speaking with someone on the telephone. Interrupt the current call via ✱ ✱ ✱ . You hear the internal dialling tone. The person you are talking with hears the DTMF tones of the three star signs and then music on hold.

2. Enter the call number of the user with whom you wish to conduct an enquiry. The enquiry party answers. Now you can:

   – transfer the call: Enter ✱ ✱ ✱ # to do so.

   – end the enquiry (see also Disconnecting a Call on page 15): Enter ✱ ✱ ✱ 1 . Now you're speaking with the party on hold.

Toggling

[ ] R 2 [ ] ...

You can toggle (i.e. switch back and forth) between two calls.

On ISDN telephones and on SIP terminals you toggle between two connections by means of the corresponding function key or a menu.

If you want to talk to both parties at the same time, you can set up a three-party conference (see Starting a Three-Party Conference on page 16).

Disconnecting a Call

[ ] R 1 [ ] ...

When you have several calls, you can disconnect one (e.g. a enquiry call) without hanging up the handset.

On ISDN telephones you disconnect calls by means of the corresponding function key or a menu. On a SIP terminal, please review the user guide of the manufacturer on how to disconnect a call.

Transferring a Call and Notifying the Destination Party

[ ] R (external access code, e.g. 0) [ ] (destination no.) [ ] ... [ ]

You can transfer an incoming call to another internal or external number. After notifying the other party of the transfer, hang up the handset.

If the party to whom you want to transfer the call is unavailable or busy, disconnect this call by pressing the R key. You will again hear a dialling tone and can set up a new enquiry, or press the R key once more to speak to the party on hold again.

On a SIP terminal, please review the user guide of the manufacturer on how to transfer a call with notifying the destination party.

To connect an external party with an external party use the procedure described in the section **Connecting Two External Parties with Each Other** on page 17.

Transferring a Call without Notifying the Destination Party

[ ] [R] (external access code, e.g. [0]) [ ] (destination no.) [ ]

You can transfer an incoming call to another internal or external destination. When you hear the ringing signal, hang up the handset.

If the call you wish to transfer is not accepted within a certain length of time, you will receive an automatic recall. You are reconnected with the original caller after lifting the handset. The length of time for the automatic recall is set by your system administrator in the **Configurator** for all Comfort Pro users.

If the party to whom you want to transfer the call is busy, disconnect this call by pressing the [R] key. You will again hear a dialling tone and can set up a new enquiry, or press the [R] key once more to speak to the party on hold again.

On a SIP terminal, please review the user guide of the manufacturer on how to transfer a call with notifying the destination party.

To connect an external party with an external party use the procedure described in the section **Connecting Two External Parties with Each Other** on page 17.

Starting a Three-Party Conference

[ ] [R] [3] [ ] ...

You are speaking with someone on the telephone. You set up a further connection (e.g. by enquiry or by accepting a call). You can toggle between these parties (see **Toggling** on page 15) or press the keys [R] [3] to start a three-party conference and speak to both parties at the same time.

On ISDN telephones and on SIP terminals you start a three-party conference by means of the corresponding function key or a menu.

Ending a Three-Party Conference

Toggle: R 2
End:

To end a three-party conference and continue telephoning with only one of the other two parties, press the keys R 2 to switch to the toggle mode. Then you can disconnect one of the parties (see Disconnecting a Call on page 15). You end a three-party conference by replacing the handset.

On ISDN telephones and on SIP terminals you end a three-party conference by means of the corresponding function key or a menu.

Connecting Two External Parties with Each Other

R #

You are speaking with an external party and have another (external) call on hold. With this procedure you can connect the two parties with each other.

On ISDN telephones and on SIP terminals you use the corresponding function key or a menu.

Please note: If you connect two external parties whom you called, you will be charged for the cost of the resultant call. Two SIP lines cannot be connected!

Connecting Two Parties (Internal/External) with Each Other

You are speaking with an external party and have another (internal) call on hold. You can connect the two parties with each other by simply hanging up the handset.

Call Protection

Call Waiting On/Off

On: ↑ ✱ 4 3 #
Off: ↑ # 4 3 #

If you are called while you yourself are telephoning, you will hear the call-waiting signal which tells you that there is a second party wishing to speak to you. You can deactivate the call-waiting signal (call waiting off, call-waiting protection on) and reactivate it (call waiting on, call-waiting protection off). When call-waiting protection is active, the caller hears a busy signal.

On ISDN telephones and on SIP terminals you activate/deactivate the call waiting tone by means of the corresponding function key or a menu. Not all SIP terminals support the "activate/deactivate call waiting" feature. Please review the user guide of the manufacturer.

Accepting a Waiting Call

End: ↓ ↑ ↓ ...
Toggle: ↓ R 2 ↓ ...

While you are telephoning, the call-waiting signal tells you that there is a second party wishing to speak to you. You can end the first call and accept the new call; or you can hold the first call, accept the second call and toggle between the two.

If you toggle between the parties, you can also start a three-party conference (see Starting a Three-Party Conference on page 16).

On ISDN telephones and on SIP terminals you accept the call request indicated by the call-waiting signal by means of the corresponding function key or a menu.

Rejecting a Waiting Call

[ ] R 0 [ ] ...

While you are telephoning, the call-waiting signal tells you that there is a second party wishing to speak to you. You can reject the waiting call, in which case the caller will then hear a busy signal.

On ISDN telephones and on SIP terminals you reject a waiting call by means of the corresponding function key or a menu.

Call Protection On/Off

For all (internal and external) calls

On: [ ] * 4 2 #
Off: [ ] # 4 2 #

Only for internal calls

On: [ ] * 4 2 1 #
Off: [ ] # 4 2 1 #

Only for external calls

On: [ ] * 4 2 2 #
Off: [ ] # 4 2 2 #

You can protect your telephone against receiving internal and external calls (except VIP and hunt group calls).

When configuring your user group, your system administrator sets whether a caller hears a dial tone or an engaged tone when call protection is activated; ask him for the setting which applies to you.

When call protection is activated, you hear the special dialling tone after lifting the handset.

On a SIP terminal, you **cannot** activate/deactivate call protection with the code-number procedure described here. You can, however, operate the feature with the **Telefonie-Assistent** additional programme. To do so, the system administrator has to authorise you to use this programme. For more information, please refer to the online help of the Comfort Pro.

User Groups

Pick-up

[↑] [✳] [0] [#] [↩] ...

This feature cannot be used with an FMC telephone / home user telephone.

For enquiry calls:
[↩] [R] [✳] [0] [#] [↩] ...

If another telephone in your pick-up group rings, you can pick up the call on your telephone. If a **queue** is active for the other telephone, you will pick up the next call lined up in this queue. Pick-up groups are configured by your system administrator.

Note: If pick-up protection is activated in the called party's user group, you cannot pick up calls to his call number.

Pick-up Selective

[↑] [✳] [0] [✳]
[⌨] (internal call no.) [#] [↩] ...

This feature cannot be used with an FMC telephone / home user telephone.

For enquiry calls:
[↩] [R] [✳] [0] [✳]
[⌨] (internal call no.) [#] [↩] ...

If a telephone outside your hunt group rings, you can pick up this call (with the call number of the party who is being called). If a **queue** is active for the telephone of this other party, you will pick up the next call lined up in this queue.

Note: If pick-up protection is activated in the called party's user group, you cannot pick up calls to his call number selectively.

Logging out of/into All Hunt Groups

Logout: ↑ ✳ 3 1 #
Login: ↑ # 3 1 #

You can log out of or into all hunt groups configured for you.

On a SIP terminal you **cannot** use the code-number procedure described here for logging into or out of hunt groups. You can, however, operate this feature with the **Telefonie-Assistent** additional programme. To do so, the system administrator has to authorise you to use this programme. For more information, please refer to the online help of the Comfort Pro.

Logging out of/into Individual Hunt Groups

Logout: ↑ ✳ 3 1 ✳
(internal call no.) #
Login: ↑ # 3 1 ✳
(internal call no.) #

Using your own call number, you can log out of or into individual hunt groups configured for you.

All hunt group calls are configured by your system administrator.

Note: Your logout from a hunt group will not go into effect if you are the last available member of a hunt group. The system ensures that incoming calls for a group can always be signalled to at least one terminal.

On a SIP terminal you **cannot** use the code-number procedure described here for logging into or out of hunt groups. You can, however, operate this feature with the **Telefonie-Assistent** additional programme. To do so, the system administrator has to authorise you to use this programme. For more information, please refer to the online help of the Comfort Pro.

Forwarding Calls

Types of forwarding

You can forward internal or external calls intended for yourself to another (**internal** or **external**) call number. Call forwardings can also be made to speed dialling numbers which have been stored in the central telephone book (please refer to the section Speed Dialling on page 10). You can decide whether only internal, only external or both types of calls are forwarded.

Calls can be forwarded either immediately, after a specified period of time (delay) or if the line is busy. You can configure more than one call forwarding mode ("Immediately", "After Delay" or "On Busy"). However, only one forwarding function can be activated for each mode.

Example: You can configure "Immediate forwarding of external calls" to the number 333, and "After Delay forwarding of internal calls" to the number 444.

On ISDN telephones, "Immediately", "After Delay" and "On Busy" call forwarding can also be set by means of a menu for all calls, i.e. internal and external.

Call forwarding is executed in the Comfort Pro, or in the case of external calls, in the network operator's exchange.

If your system administrator has given you the authorisation, then you can also program call forwarding for call numbers of other users.

Call forwarding to a voicebox

If the **Comfort Pro A IAB** (answering machine) application has been installed, calls can also be forwarded to a voicebox which has been configured for you.

MSN call forwarding

"MSN call forwarding" is available for ISDN multi-terminal accesses. Using this forwarding mode, you can forward incoming **external** calls **to external destinations** for each MSN (multiple-subscriber number) – providing you have the necessary authorisation (see also MSN Call Forwarding starting on page 28).

Call queue

If a **call queue** is active for your telephone, this is not taken into consideration when configuring "Immediately" or "On Busy" call forwarding, and its content is **not** transferred to the destination terminal. Calls already in the queue can only be accepted on the original terminal – after you have deactivated call forwarding. If you

have configured “After Delay“ call forwarding, an incoming call enters a queue if it is active and is forwarded after the delay. As with all other forwarded calls, you can accept the call on the destination terminal.

SIP terminals

On a SIP terminal you **cannot** use the code-number procedure procedure described here to activate/deactivate call forwarding. You can also operate the feature with the **Telefonie-Assistent** additional programme. To do so, the system administrator has to authorise you to use this programme. For more information, please refer to the online help of the Comfort Pro.

Least Cost Routing

Least Cost Routing (LCR) can be evaluated for call forwarding to external numbers, providing your system administrator has configured LCR and the LCR application in the Comfort Pro. Ask him about the applicable setting.

Hunt group call numbers

During system configuration, the system administrator can configure call forwarding destinations for hunt group call numbers. These destinations are called when all users of a hunt group are busy and/or when a call is not accepted by any member of the hunt group within a certain time interval.
In addition, the system administrator can determine whether you can forward incoming calls to the hunt group call number or not. If the system administrator does not permit call forwarding for your hunt group call number, any call forwarding that you have programmed on your device is not carried out upon a hunt group call.

Call forwarding chains

The system administrator can configure the system so multiple call forwarding instances can be linked one to another to form a chain. A simple example: user A forwards to user B, who then forwards to user C. A call for user A is then directly signalled to user C.
The system prevents call forwarding chains from forming a loop, e. g. when the call forwarding destination refers back to the call forwarding source. When the system detects a call forwarding loop, no further call forwarding is carried out. This can mean that – despite call forwarding being programmed – calls are nonetheless signalled on your device.
Contact your system administrator if call forwarding is not functioning as expected on your device. The system administrator is able to analyse call forwarding chains and eliminate any possible conflicts.

Call Forwarding “Immediately“

Calls (only internal, only external or all of them) are immediately forwarded to another telephone and not signalled at all on the telephone originally dialled. If you have activated call forwarding “immediately“, you will hear a special dialling tone when you lift the handset.

For internal and external calls

On: ↑ ✳ 2 1 ✳ (external access code, e.g. 0)
(destination no.) #
Off: ↑ # 2 1 #

Only for internal calls

On: ↑ ✳ 2 1 1 ✳ (external access code, e.g. 0)
(destination no.) #
Off: ↑ # 2 1 1 #

Only for external calls

On: ↑ ✳ 2 1 2 ✳ (external access code, e.g. 0)
(destination no.) #
Off: ↑ # 2 1 2 #

Call Forwarding “On Busy“

When a terminal is busy, calls (only internal, only external or all calls) are immediately forwarded to another specified terminal.

For internal and external calls

On: ↥ ✳ 6 7 ✳ (external access code, e.g. 0)
▦ (destination no.) #
Off: ↥ # 6 7 #

Only for internal calls

On: ↥ ✳ 6 7 1 ✳ (external access code, e.g. 0)
▦ (destination no.) #
Off: ↥ # 6 7 1 #

Only for external calls

On: ↥ ✳ 6 7 2 ✳ (external access code, e.g. 0)
▦ (destination no.) #
Off: ↥ # 6 7 2 #

Call Forwarding “After Delay“

Calls (only internal, only external or both types) are signalled at the selected terminal and after the specified period of time, these calls are forwarded to another specified terminal.

For internal and external calls

On: ↑ ✳ 6 1 ✳ (external access code, e.g. 0)
⋮⋮⋮ (destination no.) ✳
⋮⋮⋮ (period of time in seconds, e. g. 2 0) #
Off: ↑ # 6 1 #

Only for internal calls

On: ↑ ✳ 6 1 1 ✳ (external access code, e.g. 0)
⋮⋮⋮ (destination no.) ✳
⋮⋮⋮ (period of time in seconds, e. g. 2 0) #
Off: ↑ # 6 1 1 #

Only for external calls

On: ↑ ✳ 6 1 2 ✳ (external access code, e.g. 0)
⋮⋮⋮ (destination no.) ✳
⋮⋮⋮ (period of time in seconds, e. g. 2 0) #
Off: ↑ # 6 1 2 #

Call Forwarding for Other Users

In order to program call forwarding for call numbers of other users, you must have the “Call forwarding for other user“ authorisation. Also, you can only configure call forwarding only for those users whose terminal have not been blocked for this type of access (these users will themselves have the authorisation “Prevent call forwarding by other user“). Please consult your system administrator if you have questions regarding these authorisations.

Call forwarding for call numbers of other users always apply for internal and external calls.

Immediately

Calls for the user will immediately be forwarded to the other terminal. When the user pick ups their headset they hear the special dialling tone.

On: ↑ ✱ 2 1 4 ✱
(user’s internal call no.) ✱
(destination no.) #
Off: ↑ # 2 1 4 ✱
(user’s internal call no.) #

On busy

If the terminal of the user is busy, then calls will immediately be forwarded to the other terminal.

On: ↑ ✱ 6 7 4 ✱
(user’s internal call no.) ✱
(destination no.) #
Off: ↑ # 6 7 4 ✱
(user’s internal call no.) #

After delay

Calls are signalled on the users terminal and after the specified period of time are forwarded to the other terminal.

On: ↑ ✱ 6 1 4 ✱
(user’s internal call no.) ✱
(destination no.) ✱
(period of time in seconds,
e. g. 2 0) #
Off: ↑ # 6 1 4 ✱
(user’s internal call no.) #

MSN Call Forwarding

Using "MSN Call Forwarding", you can forward both a **single** MSN and **several** MSNs together to an external number. The individual MSNs are separated using ✳ . You do not need to enter the full MSNs – the last unique digits are all you need, as this is sufficient to distinguish them from one another.

Example:
"Immediately MSN" for several MSNs

Let's say you want to forward the MSNs 86013, 86014 and 86554 to the destination number 861234. To do this, enter the following:

↑ ✳ 2 1 3 ✳
3 (for the MSN 86013) ✳
1 4 (for the MSN 86014) ✳
5 4 (for the MSN 86554) ✳
8 6 1 2 3 4 (the destination no.) #

Immediately (for one MSN)

An external call for an MSN configured in the Comfort Pro is forwarded immediately to the specified external destination and not signalled on the original terminal.

On: ↑ ✳ 2 1 3 ✳
⌨ (MSN) ✳
⌨ (destination no.) #
Off: ↑ # 2 1 3 ✳
⌨ (MSN) #

Immediately (for several MSNs)

On: ↑ ✳ 2 1 3 ✳
⌨ (MSN 1) ✳ ⌨ (MSN 2) ✳
⌨ (destination no.) #
Off: ↑ # 2 1 3 ✳
⌨ (MSN 1) ✳ ⌨ (MSN 2) #

On busy (for one MSN)

On: ✆ ✳ 6 7 3 ✳
(MSN) ✳
(destination no.) #
Off: ✆ # 6 7 3 ✳
(MSN) #

On busy (for several MSNs)

On: ✆ ✳ 6 7 3 ✳
(MSN 1) ✳ (MSN 2) ✳
(destination no.) #
Off: ✆ # 6 7 3 ✳
(MSN 1) ✳ (MSN 2) #

When a terminal is busy, an external call for an MSN configured in the Comfort Pro is forwarded immediately to the specified external destination.

After delay (for one MSN)

On: ✆ ✳ 6 1 3 ✳
(MSN) ✳
(destination no.) ✳
(period of time in seconds,
e. g. 2 0) #
Off: ✆ # 6 1 3 ✳
(MSN) #

An external call for an MSN configured in the Comfort Pro is signalled on the destination terminal and forwarded to the specified external destination after the specified period of time.

After delay (for several MSNs)

On: ✆ ✳ 6 1 3 ✳
(MSN 1) ✳ (MSN 2) ✳
(destination no.) ✳
(period of time in seconds,
e. g. 2 0) #
Off: ✆ # 6 1 3 ✳
(MSN 1) ✳ (MSN 2) #

All Call Forwarding Off

↑ # 2 #

If you have programmed several instances of call forwarding, you can deactivate them all simultaneously with the above procedure.

Follow Me

You can activate and deactivate immediate internal call forwarding for your own telephone from any other telephone, providing you have the user PIN for your own telephone (see page 38). Calls are forwarded to the telephone (destination) on which you carry out the procedure.

Initiating the function on the destination telephone

↑ * 2 2 *
(source PIN) *
(source call no.) #

Calls are immediately forwarded to the other destination, and are not signalled on your own telephone. On the originally dialled telephone (the source) you will hear a special dialling tone on lifting the handset.

Switching the function off on your own telephone

↑ # 2 1 #
(= call forwarding off)

Use this procedure to deactivate the function on your own telephone.

Switching the function off on another telephone

↑ # 2 2 *
(source PIN) *
(source call no.) #
(= call forwarding off).

You can use this procedure to switch off the call forwarding for your telephone from any other telephone.

Call Forwarding for Specific Call Numbers

Besides the call forwarding that you can program at your telephone, the system administrator can program call forwarding where the call number of the caller is analysed ("SCF: Selective Call Forwarding"). Potentially this could be the reason why specific calls do not reach you. If you have any questions concerning this functionality, please consult your system administrator.

Special Calls

VIP Call

[↑] [✳] [#] [⠿] (internal call no.)

For enquiry calls:
[↓] [R] [✳] [#] [⠿] (internal call no.)

This feature cannot be used with a SIP terminal.

If you have VIP access rights and start an internal call with [✳] [#], your calls will be signalled acoustically to internal parties even if they have activated their call protection (call-waiting protection or call protection). This function is also possible in a enquiry call.

This also applies if the called party has activated immediate call forwarding.

Baby Call

On: [↑] [✳] [5] [3] [✳]
(external access code, e.g. [0])
[⠿] (destination no.) [#]
Off: [↑] [#] [5] [3] [#]

This feature cannot be used with an FMC telephone / home user telephone.

You can configure your telephone to dial a preprogrammed (internal or external) call number after a certain length of time after the handset has been lifted (default setting is 5 seconds).

To prevent the baby call from being made, you can dial another number within the defined length of time after lifting the handset. The time span is set to a value between 0 and 20 seconds in the Comfort Pro. It is set by your system administrator for all Comfort Pro users. Please ask him for the current value.

On a SIP terminal you **cannot** activate/deactivate the baby call with the code-number procedure described here. You can, however, operate this feature using the **Telefonie-Assistent** additional programme. To do so, the system administrator has to authorise you to use this programme. For more information, please refer to the online help of the Comfort Pro.

Announcement

✱ 1 3 ✱
(internal call no.) #

For enquiry calls:
R ✱ 1 3 ✱
(internal call no.) #

Using this procedure you can make announcements **to system terminals**. The loudspeaker of the destination telephone is activated without a ring, and your announcement is heard by those present in the room.

If you want to start an announcement on several system terminals to a hunt group phone number at which the call is signalled simultaneously for example, all called subscribers hear the announcement at that same time. If one of these subscribers responds to the announcement (by answering the call), the announcement connection to the other system terminals is terminated.

Note: If a called party has activated the announcement protection, the feature will not be executed.

Intercom

✱ 1 3 1 ✱
(device ID) #

For enquiry calls:
R ✱ 1 3 1 ✱
(device ID) #

After entering the device ID, you can initiate an announcement to a **single** system terminal. The microphone is activated on the terminal called and the person you are calling can immediately answer your announcement. The “intercom“ function cannot be used for announcements to a group of terminals.

Note: If a called party has activated the intercom protection, the feature will not be executed.

Dialout for Another Terminal

✱ 5 1 ✱
(device ID) ✱
(destination call number) #

You can also conduct automatic dialling for another terminal. Enter the device ID of the terminal from which the dialling is to be conducted. Then enter the call number to be called. The next time the subscriber whose device ID you entered picks up the handset, (or when using a headset, presses the headset Talk key), the saved destination call number will be dialled automatically. This programmed number remains saved for 30 seconds. After 30 seconds, the automatic dialling will be deactivated automatically.

Callback on Busy

If the internal or external number you have dialled is busy, you can leave a callback request. (This is not possible if the destination number is a hunt group call number.) Your telephone will ring as soon as the other party has ended his call. When you lift the handset, the number of the other party will be dialled.

This feature cannot be used with a SIP terminal.

Leaving a callback request

✆ ✱ 3 7 #

Alternatively:
✆ 6 ↓

On ISDN telephones you can activate “callback on busy“ by means of the corresponding function key or a menu.

The ✆ ✱ 3 7 # procedure cannot be used with an FMC telephone / home user telephone. Use ✆ 6 ↓ alternatively.

Cancelling a callback request

✆ # 3 7 #

You cancel your callback request with this procedure.

The “cancelling a callback request“ feature cannot be used with an FMC telephone / home user telephone.

PIN Dialling

↑ # 4 6
(internal call no. of the telephone used, e. g. “102“) ✱
(your user PIN) #
(destination no.)

This feature cannot be used with a SIP terminal.

You switch the telephone to a user group determined by the system administrator for the next call. Switching the user group involves different authorisations (e. g. international dialling authorisation) and possibly other features (e. g. for billing and recording connection data of private calls). Please contact your system administrator for information on the system configuration and the designated application for PIN dialling.
First you enter the internal call number of the telephone you wish to make a call from and then your user PIN. Then you can dial the desired call number.

!

Note: PIN dialling is available on any terminal in a user group with this authorisation activated. The call number dialled using PIN dialling is not saved in any redial list, neither on the terminal used, nor on one’s own terminal.

Take

[↑] ✳ 8 8 #

You accept a current call from a different terminal at your telephone and continue your call on your telephone. The prerequisite is that your telephone and the other terminal have the same internal call number.

Door Opener

[↑] ✳ 1 1

If an automatic door opener is connected, you can use this procedure to activate it from your telephone.

For enquiry calls:
[ ] R ✳ 1 1

Entrance Intercom Calls

Calling the entrance intercom

[↑] ✳ 1 0 2

If you use a "DoorLine" entrance intercom, you use this Code-number procedure to speak with a visitor.

For enquiry calls:
[ ] R ✳ 1 0 2

Forwarding entrance intercom calls

You can forward a call signalled from the doorbell to another (internal or external) call number, a so-called "pharmacy line".

On: [↑] ✳ 1 5 5 ✳
(external access code, e.g. 0)
[ ] (destination no.) #
Off: [↑] # 1 5 5 #

Several doorbells can be configured in the Comfort Pro. You can forward these doorbells using the corresponding code-number procedure. How many doorbells are available and with which code-number procedure these can be forwarded depends on the entrance intercom that is connected.

"DoorLine" Entrance Intercom	Doorbell
155	1
156	2
157	3
158	4

All entrance intercom calls are terminated automatically after a certain length of time has elapsed. This ensures that the forwarding of entrance intercom calls does not unintentionally result in a permanent connection (e.g. to a mailbox).
The length of time can be set by your system administrator to a value between 30 and 300 seconds in the Comfort Pro. Please ask him for the current value.

No call forwarding can be set up for doorbells on a SIP terminal.

Keypad Dialling

[ ] ✳ 1 2
[ ] (keypad code digits)

For enquiry calls:
[ ] R ✳ 1 2
[ ] (keypad code digits)

Certain European network operators require the keypad protocol to be used in order for you to be able to set certain features (this is not the case in Germany).
You use the sequence ✳ 1 2 to switch to the keypad protocol, and subsequently enter the code digits required by your network operator. These are transmitted directly to the exchange and evaluated there.

You will then generally hear an announcement as confirmation.

Even More Protection

Telephone Lock

Activating:
✆ ✱ 3 3 ✱ ▦ (user PIN) #

Deactivating:
✆ # 3 3 ✱ ▦ (user PIN) #

You can lock your telephone as a safeguard against unauthorised use. Then only those features and functions of your telephone can be accessed that are preset in the Comfort Pro **Configurator** for the "Guests" user group. You must enter your user PIN to activate the telephone lock (see **Changing the User PIN** on page 38).

Note: National emergency numbers can still be dialled although the telephone lock is activated, providing they have been defined in your user group's special list in the Comfort Pro. Ask your system administrator for these numbers.

You **cannot** activate/deactivate the telephone lock on a SIP terminal using the code-number procedure described here. You can, however, operate the feature with the **Telefonie-Assistent** additional programme. To do so, the system administrator has to authorise you to use this programme. For more information, please refer to the online help of the Comfort Pro.

Calling Line Identification Restriction (CLIR) on a Call-by-Call Basis

✆ ✱ 1 4 ▦ (call no.)

For enquiry calls:
✆ R ✱ 1 4 ▦ (call no.)

Activating this function prevents your call number from being displayed on the terminal of the internal or external party for a single call. This procedure is not necessary:

- if the "Suppress phone number display permanently" function is set for your user group or
- if CLIR is activated for your number in the Comfort Pro telephone book.

On ISDN telephones you can also activate the calling line identification restriction function on a call-by-call basis by means of a menu.

Changing the User PIN

↑ ✳ 9 9 ✳
(old user PIN) ✳
(new user PIN) ✳
(new user PIN) #

When your system is first commissioned, the user PIN is "0000". Code-number procedures requiring a PIN should be unavailable to other users.

For this reason, you should change the PIN when you start operating your telephone, and put the new number in a safe place. The user PIN can be up to six characters long.

Please note: Make sure you do not lose your new PIN. Contact your system administrator if you experience any problems.

You **cannot** change your user PIN on a SIP terminal with the code-number procedure described here. You can do so, however, in the **Configurator** of the Comfort Pro. To do so, the system administrator has to authorise you to change your personal information. For more information, please refer to the online help of the Comfort Pro.

Intercept

The call numbers of malicious callers can be stored in your network operator's exchange (if this service has been implemented). This function works even if the caller has already hung up!

Note: The feature can only be activated on ISDN telephones.

Special Modes

Deactivating Least Cost Routing (LCR)

[↑] [#] [#]
[⋮⋮⋮] (dialling code, call no.)

For enquiry calls:
[)] [R] [#] [#]
[⋮⋮⋮] (dialling code, call no.)

This feature cannot be used with a SIP terminal.

If you wish, you can deactivate Least Cost Routing, which always uses the cheapest route for a call, and select a network operator yourself (this is known as “call by call“).

This procedure is only necessary if LCR is activated in the Comfort Pro for your user group.

Calling Selectively via Routes

[↑] [⋮⋮⋮] (routing code, call no.)

For enquiry calls:
[)] [R] [⋮⋮⋮] (routing code, call no.)

A call to a desired party is set up automatically or selectively via **routes** in the Comfort Pro. Your system administrator configures these routes in the Comfort Pro and defines the assignment of each route. By **selectively** dialling the **routing code** prior to the (internal or external) call number, you manually select a route for a particular call.

Selectively calling via routes allows you to reach parties in the branch offices of a large corporate network, for example. By manually entering a routing code, you can also administer the tariff charge data for private and professional calls separately.

Your system administrator will inform you of the current routes and their routing codes.

Time Control

This feature cannot be used with a SIP terminal.

Several time groups can be configured in the Comfort Pro. Depending on the activated time group, incoming calls are signalled on different terminals. It is possible to automatically change between these time groups, according to a timetable set up by the system administrator, or to change them manually.

You can only program this function if the system administrator has activated the “Time control“ authorisation for your user group.

Activating automatic time control

This key combination activates automatic time control. The setting remains unchanged until one of the available time groups is set manually.

Manually setting a time group

(number of the time group, e.g. 1) #

You activate the required time group using this procedure; automatic time control is then deactivated. Ask your system administrator about the number of configured time groups.

Deleting All Call Forwarding in the Exchange

This feature cannot be used with a SIP terminal.

Call forwarding can be set up in the network operator's exchange. For setting up new call forwarding or finding faults, it can be useful to delete all active call forwarding in the exchange. Using the above code-number procedure, you can do this from any telephone.

Deleting the call forwarding in the exchange is a background function. After you entered the procedure this process will take time (up to 15 seconds for each line). Please have patience with this.

The system PIN is issued by the system administrator. It must have been changed from the factory setting "0000" valid on delivery to another value.

Remote-Controlled Functions

The Comfort Pro enables remote-controlled calls and remotely programmable call forwarding. These features are set up by the system administrator when he configures the system. To carry out these features the system PIN is required.

The system PIN is issued by the system administrator, who has to change the default value "0000" to another value before it is issued.

In addition, all the owners of voiceboxes can, with the corresponding authorisation, call their voiceboxes from external telephones. They can remotely access and edit their messages as well as modify the central settings of their voiceboxes.

Remote-Controlled Dialling (Call Through)

Without internal number assignment

(reserved call no.)
Wait until the connection to the communications system has been established. You hear a positive acknowledgement tone.
(system PIN)
✳ (external access code, e.g. 0)
(external call no.) #

With internal number assignment

(reserved call no.)
Wait until the connection to the communications system has been established. You hear a positive acknowledgement tone.
(system PIN)
✳ (external access code, e.g. 0)
(external call no.) ✳
(internal call no.) #

You can call the Comfort Pro from outside (from home, for example), then dial an external number and continue telephoning with the cost being charged to the Comfort Pro connection. This way you take advantage of different tariff zones, for example.

The system administrator must have set up a number (for remote control) in the Comfort Pro for this feature. In addition, the number reserved in the Comfort Pro can also be assigned an internal call number, via which the dialling is to be performed. In the case of remote-controlled dialling, there is no check on authorisation.

Least Cost Routing (LCR) is used for remote-controlled dialling, provided your system administrator has correspondingly configured LCR and the LCR application in the Comfort Pro. Ask him for the setting which applies to you.

Remote-Programmable Call Forwarding

Using the call number reserved in the Comfort Pro for remote control, you can configure or delete immediate call forwarding for your own call number from a remote location. This remotely-programmed forwarding overwrites any other internally active forwarding. Forwarding "On Busy" and "After Delay" are not affected. Incorrect or non-existent call numbers are rejected. Your authorisation is checked in the same way as for forwarding within the Comfort Pro. A correct entry is confirmed with a positive acknowledgement signal, and the external call subsequently ended.

Configuring the function

(reserved call no.)
Wait until the connection to the communications system has been established. You hear a positive acknowledgement tone.
(system PIN) ✳
(your internal call no.)
✳ (external access code, e.g. 0)
(destination no.) #

Deleting the function

(reserved tel. no.)
Wait until the connection to the communications system has been established. You hear a positive acknowledgement tone.
(system PIN) ✳
(your internal tel. no.) #

Note: The procedure will be aborted if there is a pause of longer than 60 seconds between the entry of two digits. Thanks to this time span, it is also possible to implement remote-controlled functions from GSM cellphones.

Calling a Voicebox from a Remote Terminal

If your system administrator has configured a voicebox with the authorisation for remote access, you can also access and configure the box from a remote terminal.

Note: In order to be able to call and query your voicebox from a SIP terminal, the "Keypad as SIP-INFO message" function must be activated on the SIP terminal. Please review the user guide of the manufacturer on how to set this function.

Using the call number of the Comfort Pro A IAB (answering machine) application ...
(this call number is included in the incoming call distribution)

1. Select the MSN or the system call number to which your system administrator has assigned the internal call number of **Comfort Pro A IAB** (answering machine) application.

   Wait until the connection to the communications system has been established. You hear a message from your voicebox.

2. Then enter the internal call number of your voicebox – i.e. the call number of the terminal which has been assigned to the voicebox. Confirm your input by pressing ✳ .

3. Enter the PIN of your voicebox.

4. Follow the instructions in the voice menu for all further operating steps.

Using the number of your telephone... (the number of your telephone is included in the incoming call distribution; you have diverted the telephone to your voicebox)

1. Dial the MSN or the system extension number at which you can reached externally.

2. You hear the welcome text for callers to your voicebox.

3. Enter the PIN of your voicebox.

4. Follow the instructions in the voice menu for all further operating steps.

Note: For detailed information on the use and operation of the Comfort Pro A IAB (answering machine) application, please refer to the user guide for the optional component "Comfort Pro A IAB".

Setting up an Internet Connection from Remote

(reserved call no.)
Wait until the connection to the communications system has been established. You hear a positive acknowledgement tone.
(system PIN) * #

If the communications system is connected to the Internet via a dialup connection, a user can initiate from external that the system establishes an Internet connection (ISP Trigger call). The system is then reachable via the Internet and enables to set up a connection for a VPN connection via RAS.

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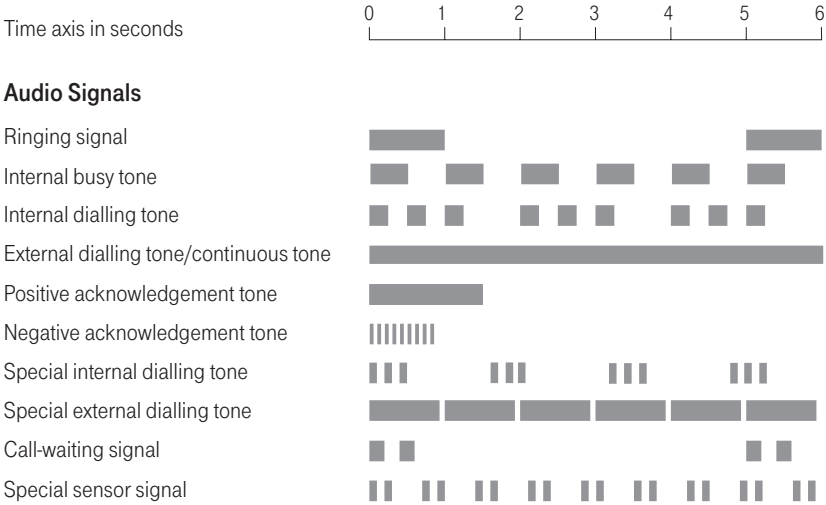

* The first ring is a single ring, and all subsequent rings are periodic double rings.

The tones and ringer signals mentioned above are valid for Germany; in other countries they may differ.

CE

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